



I. Introduction

The Department of Motor Vehicles (DMV) promotes driver safety by licensing drivers, regulating vehicle sales, issuing identification documents and collecting vehicle licensing and registration fees.

The DMV provides a wide variety of other services not traditionally associated with DMV, including: voter registration, identification of parents delinquent in their child support payments, and organ donor cards.

II. Program Metrics

In connection with the Performance Improvement Initiative, the Department lists 12 metrics in four major programs:

A. Driver License and Personal identification (DL/ID) Program

1. DL/ID card issuance from date of application to mail date - average processing time for the years 1998/99 (13.8 calendar days) to 2002/03 (12.8 days) with the time decreasing through 2000/01 (8.8 days), after which it begins to increase.
2. DL renewal by mail from date application is received to mail date - average processing time between 1998/99 (13.1 calendar days) and 2002/03 (16.7 days) shows some reduction in 2000/01 (12.4 days) followed by an increase through 2002/03, which is the longest of any of the years reported.
3. Percentage of field office DL customers served by appointment - shown for the years 2000/01 (15.8%), 2001/02 (17.1%), and 2002/03 (19.2%).

B. Vehicle/Vessel Registration (VR) Program

1. Ownership certificates issuance from date of application received to mail date - shown for the years 1998/99-2002/03, with the average time going down slightly through 2001/02 and climbing by a small amount in 2002/03 (5.1 days in 1998/99 to 5.4 days in 2002/03).
2. Registration renewal by mail from date of application received to mail date - shows a steady climb in average days between 1998/99 and 2002/03 with the exception of a reduction in 2001/02 (6.2 days in 1998/99 to 10.8 in 2002/03).



3. Percentage and number of VR transactions completed by a business partner as compared to all VR transactions –Percentage for 2000/01-2002/03 does not indicate much fluctuation, staying at about 0.4%, with the number of transactions changing from 236,776 in 2000/01 to 186,230 in 2001/02 and back up to 219,168 in 2002/03.
4. Percentage and number of VR transactions completed via the Internet compared to all VR transactions – total transactions for 2000/01-2002/03, while showing a significant climb in raw numbers, remain a small percentage of total transactions (122,772 and 0.2% in 2000/01 to 862,236 and 1.6% in 2002/03).
5. Percentage of field office VR customers served by appointment – shows a steady climb in percentage for this type of transaction, from 22.4% in 2000/01 to 25.9% served by appointments in 2002/03.

C. Occupational Licensing and Investigative Services Program

1. Documented complaints received from driving and traffic school customers - shows a steady decline between 1999/2000 (811) and 2002/03 (247).
2. Documented complaints received from auto dealer customers - compares the number of licensed dealers and the number of dealers investigated between 2000/01-2002/03 (14,903/4,006 in 2000/01 to 14,982/4,190 in 2002/03).

D. Driver Safety Program

1. Case resolution time from date of receipt of case to closure - reports the average days taken between 1999/2000 and 2002/03. The figures show a steady decline through 2001/02 and then a significant increase in 2002/03 (85.5 days in 1999/2000, 76.5 days in 2001/02, to 88.8 days in 2002/03).

E. Field Office Customer Service Wait Times

1. Average wait times in field office for DL and VR customers - shows the average minutes of wait between 2000/01 and 2002/03, with the average time going down in 2001/02 and increasing in 2002/03 (41.1/39.3 minutes in 2000/01 to 46.7/47.3 in 2002/03).



III. Benchmarking

A. DL/ID Program

1. DL/ID card issuance from date of application to mail date - average processing time compares California in 2002/03 with Montana, New York, Texas, Utah and Washington, with California being the slowest at 12.8 days, compared to 3-5 days for Texas and Washington.
2. DL renewal by mail from date application is received to mail date - average processing time for 2002/03 is compared to the 5 states listed above plus Nevada, New Mexico, Virginia and Manitoba, Canada. The comparison shows that California's 16.7 days exceeds the processing time of the others, which range from 2 - 10 days, except for Utah at 12.5 days.
3. Percentage of field office DL customers served by appointment – compares California to 6 other states plus Manitoba, most of which have reservations only for drivers tests. Of those that have full appointments, California is at 19.2%, Texas at 1%, and Utah at 20%.

B. VR Program

1. Ownership certificates issuance from date of application received to mail date – shows comparisons with Florida, Ohio and Texas, with California's 5.4 days being on a par with Florida and almost half the time of the other two.
2. Registration renewal by mail from date of application received to mail date – compares California's 10.8 days in 2002/03 with 8 other states that range from 5 days for Florida to 14 days for New York, with the others taking about 10 days.
3. Percentage and number of VR transactions completed by a business partner as compared to all VR transactions – compares California to 4 other states in 2002/03. California has the lowest percentage at 0.4% and Virginia the highest at 9.0%.
4. Percentage and number of VR transactions completed via the Internet compared to all VR transactions – the table compares California in 2002/03 with 6 other states, but California, at 1.6%, is the only state with data. Oregon just started its Internet program and Idaho has the Internet in one county, but has no available data.



C. Occupational Licensing and Investigative Services Program

1. Documented complaints received from driving and traffic school customers compares California (247 complaints) to 4 other states and Manitoba for 2002/03, but only Arizona has comparable data – it receives less than 10 per year. Washington had 50 complaints for driving schools only. New Mexico is among the states that do not track these complaints.
2. Documented complaints received from auto dealer customers - compares California with 3 other states and Manitoba for 2002/03. California had 4,190 complaints compared to a range of 300 to 1,433 for the others. New Mexico is one of several states that do not track the complaints.

D. Driver Safety Program

1. Case resolution time from date of receipt of case to closure – compares California with 8 other states in 2002/03. California's average of 88.8 days compared to 3 to 7 days for Virginia and a range of 30-90 days for the other states.

E. Field Office Customer Service Wait Times

1. Average non-appointment wait times in field offices with queuing systems for DL and VR customers – compares California with 3 other states for 2002/03. California averaged 46.9 minutes compared to from 11.3 to 23.6 minutes for the other 3 states. Another comparison for these same states is the queuing numbers with California at 10.6M, New York at 6.3M, Massachusetts at 3.5M, and Arizona at 4.7M.

IV. Department Website (<http://www.dmv.ca.gov>)

A. Online services offered

DMV's website provides background on the DMV, office locations, news and updates, public notices, downloadable DMV forms, online services (including appointment booking, online vehicle registration, license plate ordering and payment processing), DMV publications and educational materials.

BUSINESS, TRANSPORTATION & HOUSING AGENCY

Department of Motor Vehicles Overview

